



Lebanon VA  
Medical Center

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# News Release

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**For Immediate Release**

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## **LEBANON VA MEDICAL CENTER RANKS NATIONALLY**

The Fiscal Year 2010 Veterans Satisfaction Dimensions of Care results were recently released for the period of September-December 2009. Veterans were asked to rate their care in eight dimensions:

- Inpatient Overall Quality
- Shared Decision Making
- Responsiveness of the Hospital Staff
- Privacy in Room
- Noise Level in Room
- Outpatient Overall Quality
- Getting Care Quickly
- Provider Wait Time

Lebanon beat the national and peer group averages in each of the eight dimensions by very wide margins. Of the 153 VA Medical Centers across the country, Veterans rated Lebanon VA #1 in the nation for inpatient overall quality and #1 in our network of 10 medical centers for shared decision making. "Achieving these scores is something our staff should be very proud of," said Robert Callahan, Jr., Medical Center Director. "These scores prove that our outstanding health care is noticed and appreciated by our Veterans and their families." This performance also puts Lebanon on the map as a facility that takes great pride in delivering "Excellence in All."

Last year, Lebanon VA Medical Center treated over 43,000 Veterans which included 601,800 outpatient visits. As a convenience to our Veterans, the Lebanon VA Medical Center has expanded services and hours of operation at our six community-based outpatient clinics (CBOCs) located in Camp Hill, Frackville, Lancaster, Pottsville, Reading, and York. Veterans may choose to receive their VA care at any one of these clinics in lieu of the main medical center located in Lebanon. To schedule an appointment at one of these CBOCs, please call 717-272-6621.

If you are a Veteran and are not receiving VA healthcare, please call 717-272-6621 or 1-800-409-8771 to inquire about eligibility and benefits.

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